

FOR THE *MOST HUMAN* HEALTHCARE EXPERIENCES

AI-empowered listening across the healthcare journey



PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

NRC Health gives healthcare organizations the technology and intelligence to create the most human healthcare experiences for patients, consumers, employees, and the markets they serve—to help eliminate friction, improve outcomes, and drive business results.

Real Human Understanding® starts with listening. Traditional survey technologies fall short in their ability to dig deeper where it matters most to truly understand the individual. Powered by Huey, nGage is a revolutionary and more human way to listen. Capture feedback in the natural voice, video, or free text of your patients, employees, or community at any point along their journey.

How nGage works



CROSS-JOURNEY LISTENING

Illuminate blind spots created by traditional, encounter-prompted surveys that miss critical moments in the healthcare experience.



MORE HUMAN FEEDBACK

Capture structured and unstructured feedback in a responsive, conversational environment that digs deeper to get to the heart of what your stakeholders want to tell you.



PROPRIETARY AI POWERED BY HUEY

Healthcare-specific AI that listens for what truly matters, providing deeper insights and actionable feedback while keeping your data safe, secure, and private.

Get the feedback they really want to give

Make the most of what you can learn from all the human interactions and touchpoints across the healthcare experience:

- Digital environments
- Scheduling
- Contact centers
- Clinical encounters
- Bill pay
- Employee recruitment and retention
- Development
- Community

Go beyond traditional surveys to get real feedback.



SCAN HERE

Try nGage to experience a more human way to listen.

Multi-format listening

1. Tell us what's on your mind.

video_feedback.mp4

Other (describe)

Nurse Sarina made my daughter feel so safe when she was scared. So she wanted to say thank you in this video!

Complete

Your experience, in your words